

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0071183

Request ID : 0071183		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 1/24/2003 1:48:00PM	Closed : 7/30/2004 1:10:13PM	
Requestor Name : [REDACTED]		Office : DENVER	
Phone : 303 [REDACTED]	b6 b7C	Office Code : 3210-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Central Monitoring Plant	
Category : TICTU	b2 b7E		
Item: [REDACTED]			
Requested Support : Unable to get portable VB system to connect after moving the system to the offsite location.		Worklog : 9/24/2004 7:42:36 PM	
		1/24/2003 1:48:45 PM [REDACTED] I had [REDACTED] reconfigure the gateway address for the [REDACTED] outside port, after this he was able to ping to the DCS3000 router. To get past this router the DCS3000 group will need to program the router to let the [REDACTED] address through. [REDACTED] will contact that group for that task. [REDACTED] assigned/forwarded request to [REDACTED]	
		9/23/2005 2:23:08 PM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED]	

b2
b6
b7C
b7E

UNCLASSIFIED

Page 367 of 622

121707-dcs03.pdf

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0071221

Request ID : 0071221		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 1/27/2003 10:36:00AM	
		Closed : 2/14/2003 8:50:35AM	
Requestor Name : [REDACTED]		Office : BECKLEY	
Phone : 304-[REDACTED]		Office Code : 3650-5410	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 workstation for [REDACTED] [REDACTED] intercept		Worklog : 9/24/2004 7:42:37 PM [REDACTED] 1/27/2003 10:36:52 AM [REDACTED] assigned/forwarded request to [REDACTED] 1/27/2003 10:37:30 AM [REDACTED] Hand carried to Beckley, WV on 1/28/03. 9/2/2005 11:21:54 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED]	

b2
b6
b7C
b7E

UNCLASSIFIED

Page 368 of 622

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0071344

Request ID : 0071344		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 1/29/2003 4:36:00PM	Closed : 2/14/2003 8:50:00AM
Requestor Name : [REDACTED]		Office : [REDACTED]	
Phone : 202 [REDACTED]		Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Software Upgrade		Worklog : 9/24/2004 7:42:39 PM	
		[REDACTED] 1/29/2003 4:36:45 PM [REDACTED] Shipped 1/30/03 [REDACTED]	
		[REDACTED] assigned/forwarded request to [REDACTED] 1/29/2003	
		4:40:03 PM [REDACTED] Shipped 1/30/03 1/30/2003 10:14:36	
		AM [REDACTED] Completed shipment	
		9/2/2005 11:21:54 AM [REDACTED]	
		[REDACTED] has Reassigned or Forwarded this request to [REDACTED]	

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November 08, 2006

RMS Request Number:

0071345

Request ID : 0071345		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 1/29/2003 4:43:00PM	Closed : 2/14/2003 8:49:52AM	
Requestor Name : SA [REDACTED]		Office : [REDACTED]	
Phone : 949 [REDACTED]		Office Code :	
Case Number :		Investigative Program :	
b6 b7C			
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Software Upgrade		Worklog : 9/24/2004 7:42:39 PM	
		1/29/2003 4:43:19 PM [REDACTED] Shipped 1/30/03 [REDACTED] assigned/forwarded request to [REDACTED] 1/30/2003 9:59:23 AM [REDACTED] Completed shipment 9/2/2005 11:21:54 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED] [REDACTED]	
b6 b7C			

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November 08, 2006

RMS Request Number:

0071394

Request ID : 0071394		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 1/30/2003 6:04:00PM	Closed : 6/18/2004 10:41:17AM	
Requestor Name : [REDACTED]		Office : LOS ANGELES	
Phone : 310-[REDACTED]		Office Code : 3410-0000	
Case Number :		Investigative Program :	
b6 b7C			
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : DITU		Program/Type : [REDACTED]	
Category : DITU		b2 b7E	
Item: Modem intercept			

Requested Support : 2 work station computers for the [REDACTED] (one for translators and 1 for CMP). Also need a router with a DCS3000 computer for termination of the CDC on the [REDACTED] line

Worklog : 9/24/2004 7:56:01 PM

[REDACTED] 1/30/2003 6:04:54 PM [REDACTED] assigned/forwarded request to [REDACTED] 1/31/2003 9:55:02 AM
[REDACTED] 2/24/2003 1/31/2003 9:55:09 AM [REDACTED]
[REDACTED] assigned/forwarded request to [REDACTED]
[REDACTED] 2/20/2003 2:41:14 PM [REDACTED] Router will be handcarried.
Reset tickler for 3/31/2003 3/13/2003 12:48:13 PM [REDACTED]
Equipment installed 3/3-7/03 [REDACTED]

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UNCLASSIFIED

November 08, 2006

RMS Request Number:

0071418

Request ID : 0071418

Performance Indicator : Capital Equipment

Status : Closed

Opened : 1/31/2003 2:41:00PM

Closed : 2/14/2003 8:47:16AM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 301-[REDACTED]

Office Code :

Case Number :

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Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:42:40 PM

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[REDACTED]
1/31/2003 2:41:43 PM [REDACTED]
assigned/forwarded request to [REDACTED] 1/31/2003
2:44:12 PM [REDACTED] Shipped 2/3/03 1/31/2003 3:32:05
PM [REDACTED] Completed shipment
9/2/2005 11:21:54 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

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November 08, 2006

RMS Request Number:

0071541

Request ID : 0071541		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 2/5/2003 1:43:00PM	Closed : 2/14/2003 8:46:43AM	
Requestor Name : [REDACTED]		Office : LOS ANGELES	
Phone : 310 [REDACTED]	b6 b7C	Office Code : 3410-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : The Long Beach RA has an immediate need for a DCS3000 client machine to support two [REDACTED] intercepts. There is currently no available equipment in Los Angeles.

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Worklog : 9/24/2004 7:56:04 PM

[REDACTED]
2/5/2003 1:43:04 PM [REDACTED]
assigned/forwarded request to [REDACTED]
2/10/2003 8:45:45 AM [REDACTED]
assigned/forwarded request to [REDACTED]
2/10/2003 3:45:14 PM [REDACTED] assigned/forwarded
request to [REDACTED] 2/11/2003 10:03:25 AM
[REDACTED] Shipped on 3/11/03. 2/11/2003 10:45:18 AM
[REDACTED] Completed shipment
9/2/2005 11:21:54 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]
[REDACTED]

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November 08, 2006

RMS Request Number:

0071691

Request ID : 0071691

Performance Indicator : Capital Equipment

Status : Closed

Opened : 2/11/2003 11:01:00AM

Closed : 3/5/2003 2:47:21PM

Requestor Name : [REDACTED]

Office : OMAHA

Phone :

Office Code : 3600-0000

Case Number :

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : Per conversation with [REDACTED] on 2/11/03, the Omaha Division needs a DCS3000 computer system, with appropriate Ethernet cables, to use on FISA cases.

Worklog : 9/24/2004 7:56:06 PM

[REDACTED]
2/11/2003 11:01:42 AM [REDACTED]
assigned/forwarded request to [REDACTED]
2/11/2003 11:56:22 AM [REDACTED]
assigned/forwarded request to [REDACTED]
2/11/2003 5:02:47 PM [REDACTED] assigned/forwarded
request to [REDACTED] 2/24/2003 11:03:18 AM
[REDACTED] Shipped on 2/24/03. 2/24/2003 2:30:49 PM
[REDACTED] completed shipment
9/2/2005 11:21:54 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]
[REDACTED]

b6
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November 08, 2006

RMS Request Number:

0071692

Request ID : 0071692		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 2/11/2003 11:03:00AM	Closed : 2/14/2003 8:46:24AM
Requestor Name : [REDACTED]		Office : SAN JUAN	
Phone : 787 [REDACTED]		Office Code : 3800-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 installation for [REDACTED] Pen Register.		Worklog : 9/24/2004 7:56:06 PM	
		[REDACTED] 2/11/2003 11:03:33 AM [REDACTED] assigned/forwarded request to [REDACTED] 2/11/2003 11:55:57 AM [REDACTED] assigned/forwarded request to [REDACTED] 2/11/2003 1:57:16 PM [REDACTED] Shipped on 3/12/03. 2/13/2003 10:00:31 AM [REDACTED] Completed shipment 9/2/2005 11:21:54 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED] [REDACTED]	

b2
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UNCLASSIFIED

November 08, 2006

RMS Request Number:

0071815

Request ID : 0071815		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 2/13/2003 4:18:00PM	Closed : 3/5/2003 2:47:10PM
Requestor Name : [REDACTED]		Office : SPRINGFIELD	
Phone : 217 [REDACTED]		Office Code : 3860-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : A second DCS3000 computer collection system is requested for the [REDACTED] which will be located on a separate floor of our building. It is requested that this be expedited, as collection will most likely begin the second week of March, 2003.

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Worklog : 9/24/2004 7:56:08 PM

[REDACTED]
2/13/2003 4:18:55 PM [REDACTED]
assigned/forwarded request to [REDACTED]
2/14/2003 9:45:00 AM [REDACTED]
assigned/forwarded request to [REDACTED]
2/21/2003 10:19:10 AM [REDACTED]
assigned/forwarded request to [REDACTED]
3/3/2003 9:54:05 AM [REDACTED] Shipped on 3/3/03.
3/3/2003 1:39:17 PM [REDACTED] Completed Shipment
9/2/2005 11:21:55 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0071829

Request ID : 0071829		Performance Indicator : Technical Expertise	
Status : Closed		Opened : 2/14/2003 10:05:00AM	Closed : 5/1/2003 7:12:41AM
Requestor Name : [REDACTED]		Office : CHICAGO	
Phone : 312 [REDACTED]		Office Code : 3150-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : Assistance restoring the DCS3000 Multiserver et.al. The machine has been responding very sluggishly. After a reboot the system failed to boot into windows. The hard drive was placed into another machine to retrieve the data but then that new machine used parts of the original drive and parts of the new machine's drive to run the system. This is an after actino request.		Worklog : 9/24/2004 7:56:09 PM [REDACTED] 2/14/2003 10:05:08 AM [REDACTED] assigned/forwarded request to [REDACTED] 2/19/2003 3:13:08 PM [REDACTED] assigned/forwarded request to [REDACTED] 9/2/2005 11:21:55 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED]	

b6
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November 08, 2006

RMS Request Number:

0071894

Request ID : 0071894		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 2/19/2003 12:04:00PM	Closed : 3/5/2003 2:46:11PM	
Requestor Name : [REDACTED]	b6 b7C	Office : [REDACTED]	
Phone : 416 [REDACTED]		Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Software Upgrade		Worklog : 9/24/2004 7:42:47 PM	

2/19/2003 12:04:53 PM [REDACTED]
assigned/forwarded request to [REDACTED] 2/19/2003
1:53:19 PM [REDACTED] Completed shipment
9/2/2005 11:21:55 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

b6
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November 08, 2006

RMS Request Number:

0071903

Request ID : 0071903

Performance Indicator : Capital Equipment

Status : Closed

Opened : 2/19/2003 2:10:00PM

Closed : 3/5/2003 2:46:04PM

Requestor Name : [REDACTED]

Office : INDIANAPOLIS

Phone :

b6

Office Code : 3310-0000

Case Number :

b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : Per conversation with [REDACTED]

[REDACTED] Two Hubs to connect the Indianapolis Division DCS

3000.

b6

b7C

Worklog : 9/24/2004 7:56:10 PM

[REDACTED] 2/19/2003 2:10:15 PM [REDACTED]

assigned/forwarded request to [REDACTED]

2/19/2003 3:12:42 PM [REDACTED]

assigned/forwarded request to [REDACTED]

2/19/2003 3:47:28 PM [REDACTED]

Completed shipment [REDACTED]

9/2/2005 11:21:55 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

UNCLASSIFIED

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0071915

Request ID : 0071915

Performance Indicator : Technical Expertise

Status : Closed

Opened : 2/19/2003 4:08:00PM

Closed : 3/3/2003 12:27:14PM

Requestor Name : [REDACTED]

Office : SALT LAKE CITY

Phone : 801- [REDACTED]

Office Code : 3750-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : 1. Denver DCS300 lost 2 weeks of data. Problem was found to be a full hard drive. Old data was deleted and collection resumed. 2. Denver criminal DCS3000 had a virtual memory error. [REDACTED] advised that Dell computers have an internal process which leaks memory. He fixed the problem.

Worklog : 9/24/2004 7:56:10 PM

[REDACTED]
2/19/2003 4:08:22 PM [REDACTED]

assigned/forwarded request to [REDACTED]

9/2/2005 11:21:55 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
b7C

UNCLASSIFIED

Page 380 of 622

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0071916

Request ID : 0071916

Performance Indicator : Capital Equipment

Status : Closed

Opened : 2/19/2003 4:09:00PM

Closed : 3/5/2003 2:44:50PM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 718 [REDACTED]

Office Code :

Case Number :

b6
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Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:42:47 PM

2/19/2003 4:09:52 PM [REDACTED]

assigned/forwarded request to [REDACTED]

2/20/2003

9:05:16 AM [REDACTED] Completed shipment

9/2/2005 11:21:55 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
b7C

UNCLASSIFIED

Page 381 of 622

~~SECRET~~

November 08, 2006

RMS Request Number:

0071946

Request ID : 0071946		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 2/20/2003 12:41:00PM	Closed : 5/1/2003 7:12:31AM	
Requestor Name : [REDACTED]		Office : LOS ANGELES	
Phone : 310 [REDACTED]	b6 b7C	Office Code : 3410-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : The LAFO/LBRA has an immediate need for a DCS3000 client machine for an [REDACTED] intercept scheduled to begin on 02/27/2003. It should be noted that the client machine sent to LA in the past week has been designated as a criminal platform ONLY and will not be used in captioned matter.

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Worklog : 9/24/2004 7:56:11 PM

[REDACTED]
2/20/2003 12:41:51 PM [REDACTED]
assigned/forwarded request to [REDACTED]
3/3/2003 1:26:17 PM [REDACTED]
assigned/forwarded request to [REDACTED]
3/4/2003 2:38:10 PM [REDACTED] assigned/forwarded
request to [REDACTED] 3/20/2003 12:18:40 PM
[REDACTED] Shipped on 3/20/03. 3/20/2003 1:32:55 PM
[REDACTED] COMPLETED SHIPMENT
9/2/2005 11:21:55 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0072197

Request ID : 0072197

Performance Indicator : Capital Equipment

Status : Closed

Opened : 2/26/2003 12:15:00PM

Closed : 3/5/2003 8:02:08AM

Requestor Name : [REDACTED]

Office : CHICAGO

Phone : 312 [REDACTED]

Office Code : 3150-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : New CPU for DCS 3000.

Worklog : 9/24/2004 7:42:52 PM

2/26/2003 12:15:14 PM [REDACTED]
assigned/forwarded request to [REDACTED]
2/26/2003 12:15:32 PM [REDACTED] Shipped on 2/26/03.
2/26/2003 2:16:11 PM [REDACTED] Completed shipment
9/2/2005 11:21:56 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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UNCLASSIFIED

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0072198

Request ID : 0072198

Performance Indicator : Capital Equipment

Status : Closed

Opened : 2/26/2003 12:28:00PM

Closed : 3/5/2003 8:01:53AM

Requestor Name : [REDACTED]

Office : LOS ANGELES

Phone : 310- [REDACTED]

Office Code : 3410-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : As discussed with [REDACTED] the LAFO/Long Beach RA needs on Epson LX300 printer with the necessary cables for a DCS3000 client machine. It is requested that the equipment be shipped directly to the LBRA at the following address: Federal Bureau of Investigation, One World Trade Center, 15th Floor, Long Beach, CA 90831, ATTN. SA [REDACTED] (310) [REDACTED]

Worklog : 9/24/2004 7:56:14 PM

2/26/2003 12:28:07 PM [REDACTED]

assigned/forwarded request to [REDACTED]

3/3/2003 1:24:00 PM [REDACTED]

assigned/forwarded request to [REDACTED]

9/2/2005 11:21:56 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
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UNCLASSIFIED

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0072199

Request ID : 0072199

Performance Indicator : Capital Equipment

Status : Closed

Opened : 2/26/2003 12:34:00PM

Closed : 3/5/2003 8:01:44AM

Requestor Name : [REDACTED]

Office : LONG BEACH

Phone : 310 [REDACTED]

Office Code : 3410-0000

Case Number :

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : LX-300 printer for DCS 3000

Worklog : 9/24/2004 7:42:52 PM

2/26/2003 12:34:25 PM [REDACTED]
assigned/forwarded request to [REDACTED]
2/26/2003 12:34:56 PM [REDACTED] Shipped on 02/26/03.
2/26/2003 2:05:03 PM [REDACTED] Completed shipment
9/2/2005 11:21:56 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
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UNCLASSIFIED

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0072201

Request ID : 0072201

Performance Indicator : Capital Equipment

Status : Closed

Opened : 2/26/2003 12:38:00PM

Closed : 3/5/2003 8:01:35AM

Requestor Name : [REDACTED]

Office : INDIANAPOLIS

Phone :

Office Code : 3310-0000

Case Number :

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : A DCS 3000 to replace defective Legend Computer DCS 3000 being used with the [REDACTED] Intercept System. Please expedite if possible.

Worklog : 9/24/2004 7:56:14 PM

[REDACTED] 2/26/2003 12:38:03 PM [REDACTED]

assigned/forwarded request to [REDACTED]

2/27/2003 11:22:34 AM [REDACTED]

Completed shipment

9/2/2005 11:21:56 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b2
b6
b7C
b7E

UNCLASSIFIED

Page 386 of 622

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0072290

Request ID : 0072290		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 2/28/2003 2:01:00PM	Closed : 3/5/2003 8:01:09AM
Requestor Name : [REDACTED]		Office : [REDACTED]	
Phone : 212 [REDACTED]		Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS3000 software CD	Worklog : 9/24/2004 7:42:53 PM
	2/28/2003 2:01:55 PM [REDACTED]
	assigned/forwarded request to [REDACTED]
	2/28/2003 2:02:11 PM [REDACTED] Shipped on 2/28/03.
	2/28/2003 2:13:42 PM [REDACTED] Completed shipment
	9/2/2005 11:21:56 AM [REDACTED]
	[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0072494

Request ID : 0072494		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 3/6/2003 9:29:00AM	Closed : 3/7/2003 4:04:51PM	
Requestor Name : [REDACTED]		Office : LOUISVILLE	
Phone : 502 [REDACTED]	b6 b7C	Office Code : 3420-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 software CD		Worklog : 9/24/2004 7:42:56 PM	

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3/6/2003 9:29:56 AM [REDACTED]
assigned/forwarded request to [REDACTED]
3/6/2003 9:31:48 AM [REDACTED] Shipped on 3/6/03.
3/6/2003 11:06:53 AM [REDACTED] Completed shipment
9/2/2005 11:21:56 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0072510

Request ID : 0072510		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 3/6/2003 1:12:00PM	Closed : 3/7/2003 4:04:44PM	
Requestor Name : [REDACTED]		Office : DALLAS	
Phone : 972 [REDACTED]	b6 b7C	Office Code : 3190-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 software CD		Worklog : 9/24/2004 7:42:56 PM	

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[REDACTED]
3/6/2003 1:12:12 PM [REDACTED]
assigned/forwarded request to [REDACTED]
3/6/2003 1:12:32 PM [REDACTED] Shipped on 3/6/03.
3/6/2003 2:03:13 PM [REDACTED] Completed shipment
9/2/2005 11:21:56 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]
[REDACTED]

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November 08, 2006

RMS Request Number:

0072559

Request ID : 0072559		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 3/7/2003 4:18:00PM	Closed : 5/1/2003 7:12:12AM	
Requestor Name : [REDACTED]		Office : TUCSON	
Phone : 520 [REDACTED]	[REDACTED] b6	Office Code : 3630-0470	
Case Number :	[REDACTED] b7C	Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Latch box, two [REDACTED] w/cables, router, DCS 3000 software, and [REDACTED] for Sierra Vista RA.	Worklog : 9/24/2004 7:42:57 PM [REDACTED] 3/7/2003 4:18:22 PM [REDACTED] assigned/forwarded request to [REDACTED] 3/10/2003 9:34:30 AM [REDACTED] shipped on 3/10/03. 3/10/2003 11:03:30 AM [REDACTED] Completed Shipment 9/2/2005 11:21:56 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED]
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November 08, 2006

RMS Request Number:

0072596

Request ID : 0072596		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 3/10/2003 1:35:00PM	Closed : 5/1/2003 7:11:57AM	
Requestor Name : [REDACTED]		Office : EL PASO	
Phone : 915 [REDACTED]		Office Code : 3240-0000	
Case Number : [REDACTED]		Investigative Program :	
b6 b7C			
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Two DCS 3000 workstations.

Worklog : 9/24/2004 7:42:57 PM

b6
b7C

[REDACTED]
3/10/2003 1:35:21 PM [REDACTED]
assigned/forwarded request to [REDACTED]
3/10/2003 1:35:38 PM [REDACTED] Shipped on 3/10/03.
3/10/2003 2:13:57 PM [REDACTED] Completed Shipment
9/2/2005 11:21:56 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

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November 08, 2006

RMS Request Number:

0072947

Request ID : 0072947		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 3/19/2003 2:35:00PM	Closed : 5/1/2003 7:10:06AM
Requestor Name : [REDACTED]		Office : [REDACTED]	
Phone :		Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 software CD		Worklog : 9/24/2004 7:43:01 PM	
		3/19/2003 2:35:45 PM [REDACTED] assigned/forwarded request to [REDACTED]	
		3/19/2003 2:36:04 PM [REDACTED] Shipped on 3/19/03.	
		3/19/2003 2:56:06 PM [REDACTED] Completed shipment	
		9/2/2005 11:21:57 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED]	

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November 08, 2006

RMS Request Number:

0073119

Request ID : 0073119		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 3/24/2003 4:09:00PM	Closed : 5/1/2003 7:09:23AM	
Requestor Name : [REDACTED]		Office : OMAHA	
Phone : 402 [REDACTED]		Office Code : 3600-0000	
Case Number : [REDACTED]		Investigative Program : [REDACTED]	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 workstation to replace broken one.	Worklog : 9/24/2004 7:43:03 PM [REDACTED] 3/24/2003 4:09:11 PM [REDACTED] assigned/forwarded request to [REDACTED] 3/24/2003 4:09:27 PM [REDACTED] Shipped on 3/25/03. 3/25/2003 9:57:09 AM [REDACTED] Completed shipment 9/2/2005 11:21:57 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED] [REDACTED]
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November 08, 2006

RMS Request Number:

0073325

Request ID : 0073325		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 3/26/2003 11:43:00AM	Closed : 6/5/2003 1:07:41PM	
Requestor Name : [REDACTED]	Office : RICHMOND		
Phone :	Office Code : 3710-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : Per conversation with [REDACTED] a DCS 3000 system for future FISA intercepts.		Worklog : 9/24/2004 7:56:35 PM	

b6
b7C

3/26/2003 11:43:19 AM [REDACTED]
assigned/forwarded request to [REDACTED]
3/31/2003 8:29:26 AM [REDACTED]
assigned/forwarded request to [REDACTED]
4/1/2003 8:30:35 AM [REDACTED] waiting for equipment to be
ordered 5/13/2003 2:05:45 PM [REDACTED] COMPLETED
SHIPMENT
9/2/2005 11:21:57 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

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November 08, 2006

RMS Request Number:

0073502

Request ID : 0073502		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 3/31/2003 1:52:00PM	Closed : 5/1/2003 7:08:10AM	
Requestor Name : [REDACTED]		Office : TUCSON	
Phone : 520 [REDACTED]	Office Code : 3630-0470		Investigative Program :
Case Number :	[REDACTED]		
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : Please repair DCS 3000, F1384133, SN 818GB.		Worklog : 9/24/2004 7:56:38 PM	

b6
b7C

3/31/2003 1:52:42 PM [REDACTED]
assigned/forwarded request to [REDACTED]
3/31/2003 5:57:05 PM [REDACTED] Please advise TICTU the
nature of the problem with the computer. Is it hardware or
network related? If it is hardware related, please return the
CPU to ERF, Attn: [REDACTED] TICTU. 4/3/2003 2:29:15
PM emeadows COMPLETED SHIPMENT [REDACTED]
9/2/2005 11:21:58 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

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November 08, 2006

RMS Request Number:

0073977

Request ID : 0073977

Performance Indicator : Capital Equipment

Status : Closed

Opened : 4/8/2003 9:59:00AM

Closed : 5/1/2003 7:07:43AM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 0

Office Code :

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:43:20 PM

4/8/2003 9:59:44 AM [REDACTED] assigned/forwarded
request to [REDACTED] 4/8/2003 2:00:02 PM [REDACTED]
Completed shipment
9/2/2005 11:21:58 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

b6
b7C

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November 08, 2006

RMS Request Number:

0073981

Request ID : 0073981

Performance Indicator : Capital Equipment

Status : Closed

Opened : 4/8/2003 10:08:00AM

Closed : 5/1/2003 7:07:36AM

Requestor Name : [REDACTED]

Office [REDACTED]

Phone : 703 [REDACTED]

b6
b7C

Office Code :

Case Number :

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:43:20 PM

b6
b7C

4/8/2003 10:08:27 AM [REDACTED]
assigned/forwarded request to [REDACTED] 4/8/2003
2:02:58 PM [REDACTED] Completed shipment
9/2/2005 11:21:58 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

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November 08, 2006

RMS Request Number:

0074139

Request ID : 0074139		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 4/11/2003 11:28:00AM	Closed : 8/4/2003 12:11:29PM
Requestor Name : [REDACTED]		Office : [REDACTED]	
Phone : 516 [REDACTED]		Office Code :	
Case Number :		Investigative Program :	
b6 b7C			
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Software		Worklog : 9/24/2004 7:45:23 PM	
		[REDACTED] 4/11/2003 11:28:47 AM [REDACTED] assigned/forwarded request to [REDACTED] 9/2/2005 11:21:58 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED] [REDACTED]	
b6 b7C			

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November 08, 2006

RMS Request Number:

0074143

Request ID : 0074143

Performance Indicator : Capital Equipment

Status : Closed

Opened : 4/11/2003 11:49:00AM

Closed : 8/4/2003 12:11:22PM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 217 [REDACTED]

Office Code :

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:45:23 PM

4/11/2003 11:49:27 AM [REDACTED]

assigned/forwarded request to [REDACTED]

9/2/2005 11:21:58 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
b7C

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November 08, 2006

RMS Request Number:

0074524

Request ID : 0074524		Performance Indicator : Technical Expertise	
Status : Closed		Opened : 4/24/2003 10:20:00AM	Closed : 5/22/2003 3:26:44PM
Requestor Name : [REDACTED]		Office : CHICAGO	
Phone :		Office Code : 3150-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Need support with ongoing issue of DCS 3000 Client on the [REDACTED] locking up. This has happen on at least 4 different occasions. [REDACTED] (ERF) were contacted yesterday (04/23/2003) by [REDACTED] regarding this issue. [REDACTED] has contacted [REDACTED] today (04/24/2003) and will be accessing the system to see if he can decipher what's going on.	Worklog : 9/24/2004 7:56:52 PM [REDACTED] 4/24/2003 10:20:17 AM [REDACTED] assigned/forwarded request to [REDACTED] 4/25/2003 11:21:54 AM [REDACTED] assigned/forwarded request to [REDACTED] 5/7/2003 8:12:20 AM [REDACTED] Finished on 4/25/03. 9/2/2005 11:21:59 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED]
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b6
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Page 400 of 622

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0074771

Request ID : 0074771

Performance Indicator : Capital Equipment

Status : Closed

Opened : 5/2/2003 10:43:00AM

Closed : 5/22/2003 3:25:32PM

b6
b7D

Requestor Name :

[REDACTED]

b6
b7C

Office

[REDACTED]

Phone :

Office Code :

Case Number :

Investigative Program :

Assigned to Name

[REDACTED]

Program Manager

[REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

b6
b7C

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:45:31 PM

5/2/2003 10:43:20 AM [REDACTED]

assigned/forwarded request to [REDACTED]

5/2/2003

1:37:51 PM [REDACTED]

Completed Shipment

9/2/2005 11:21:59 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
b7C

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Page 401 of 622

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0074772

Request ID : 0074772		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 5/2/2003 10:46:00AM	Closed : 5/22/2003 3:25:26PM	
Requestor Name : [REDACTED]		Office : [REDACTED]	
Phone : 732 [REDACTED]	b6 b7C	Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Software		Worklog : 9/24/2004 7:45:31 PM	

[REDACTED] 5/2/2003 10:46:33 AM [REDACTED]
assigned/forwarded request to [REDACTED] 5/2/2003
1:50:33 PM [REDACTED] completed shipment
9/2/2005 11:21:59 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

b6
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November 08, 2006

RMS Request Number:

0074775

Request ID : 0074775		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 5/2/2003 10:53:00AM	Closed : 5/22/2003 3:25:19PM	
Requestor Name : [REDACTED]	Office : [REDACTED]		
Phone :	b6	Office Code :	
Case Number :	b7C	Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Software		Worklog : 9/24/2004 7:45:31 PM	

b6
b7C

5/2/2003 10:53:07 AM [REDACTED]
assigned/forwarded request to [REDACTED] 5/2/2003
1:34:31 PM [REDACTED] Completed Shipment
9/2/2005 11:21:59 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0074882

Request ID : 0074882		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 5/6/2003 1:09:00PM	Closed : 5/22/2003 3:23:49PM	
Requestor Name : [REDACTED]		Office : MILWAUKEE	
Phone : 414 [REDACTED]	b6 b7C	Office Code : 3470-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 cpu replacement.		Worklog : 9/24/2004 7:45:32 PM	

5/6/2003 1:09:25 PM [REDACTED]
assigned/forwarded request to [REDACTED]
5/6/2003 1:09:43 PM [REDACTED] Shipped on 5/6/03.
5/6/2003 2:22:17 PM [REDACTED] Completed shipment
9/2/2005 11:22:00 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
b7C

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November 08, 2006

RMS Request Number:

0074950

Request ID : 0074950

Performance Indicator : Capital Equipment

Status : Closed

Opened : 5/8/2003 9:47:00AM

Closed : 5/22/2003 3:23:42PM

Requestor Name : [REDACTED]

Office : SACRAMENTO

Phone : 916-[REDACTED]

Office Code : 3720-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 workstation for Sacramento office.

Worklog : 9/24/2004 7:45:33 PM

5/8/2003 9:47:11 AM [REDACTED]

assigned/forwarded request to [REDACTED]

5/8/2003 9:47:37 AM [REDACTED]

Shipped on 5/8/03.

5/8/2003 1:57:55 PM [REDACTED]

COMPLETED SHIPMENT

9/2/2005 11:22:00 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
b7C

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November 08, 2006

RMS Request Number:

0075135

Request ID : 0075135

Performance Indicator : Capital Equipment

Status : Closed

Opened : 5/15/2003 10:09:00AM

Closed : 5/22/2003 11:29:50AM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 301 [REDACTED]

Office Code : [REDACTED]

Case Number :

Investigative Program :

b6
b7C

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:45:35 PM

5/15/2003 10:09:34 AM [REDACTED] Shipped 5/15/03

[REDACTED] assigned/forwarded request to [REDACTED]

5/15/2003 11:34:11 AM [REDACTED] Completed Shipment

9/2/2005 11:22:00 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
b7C

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November 08, 2006

RMS Request Number:

0075137

Request ID : 0075137

Performance Indicator : Capital Equipment

Status : Closed

Opened : 5/15/2003 10:16:00AM

Closed : 5/22/2003 11:29:33AM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 805 [REDACTED]

Office Code :

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:45:35 PM

5/15/2003 10:16:32 AM [REDACTED] Shipped 5/15/03

progers assigned/forwarded request to [REDACTED]

5/15/2003 2:14:50 PM [REDACTED] Completed shipment

9/2/2005 11:22:00 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
b7C

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November 08, 2006

RMS Request Number:

0075227

Request ID : 0075227

Performance Indicator : Technical Expertise

Status : Closed

Opened : 5/19/2003 6:33:00PM

Closed : 5/22/2003 3:24:45PM

Requestor Name : [REDACTED]

Office : NORFOLK

Phone : 757-[REDACTED]

Office Code : 3560-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Server System

Worklog : 9/24/2004 7:45:36 PM

5/19/2003 6:33:10 PM [REDACTED]

assigned/forwarded request to [REDACTED]

9/2/2005 11:22:00 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
b7C

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November 08, 2006

RMS Request Number:

0075229

Request ID : 0075229

Performance Indicator : Capital Equipment

Status : Closed

Opened : 5/20/2003 8:23:00AM

Closed : 5/22/2003 11:28:36AM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 219- [REDACTED]

Office Code :

Case Number :

b6

b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:45:36 PM

5/20/2003 8:23:57 AM [REDACTED] Shipped 5/20/03 [REDACTED]
assigned/forwarded request to [REDACTED] 5/20/2003
2:31:09 PM [REDACTED] Completed shipment
9/2/2005 11:22:00 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

b6
b7C

UNCLASSIFIED

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0075246

Request ID : 0075246

Performance Indicator : Capital Equipment

Status : Closed

Opened : 5/20/2003 2:10:00PM

Closed : 5/22/2003 11:28:28AM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 561 [REDACTED]

Office Code :

Case Number :

Investigative Program :

b6
b7C

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:45:36 PM

b6
b7C

[REDACTED]
5/20/2003 2:10:15 PM [REDACTED] Shipped 5/20/03 [REDACTED]
assigned/forwarded request to [REDACTED] 5/20/2003
2:35:20 PM [REDACTED] Completed shipment
9/2/2005 11:22:00 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

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November 08, 2006

RMS Request Number:

0075280

Request ID : 0075280		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 5/21/2003 12:06:00PM	Closed : 8/29/2005 5:55:12PM	
Requestor Name : [REDACTED]	Office : PORTLAND		
Phone :	Office Code : 3670-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [REDACTED]	Program Manager : [REDACTED]		
Assigned To Group : TICTU	Program/Type : Technical Access (Wireless)		
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 Client system and modem connection for relaying cell intercept data from FBI Portland to FBI Eugene RA. Cell intercepts will continue to be monitored at FBI Portland, but the real-time data is also needed in Eugene.

Thnx- [REDACTED]

b6
b7C

Worklog : 9/24/2004 7:57:07 PM

5/21/2003 12:06:14 PM [REDACTED]
assigned/forwarded request to [REDACTED]
5/22/2003 1:27:23 PM [REDACTED]
assigned/forwarded request to [REDACTED]
5/22/2003 3:29:31 PM [REDACTED] assigned/forwarded
request to [REDACTED] 9/22/2003 1:05:40 PM
[REDACTED] assigned/forwarded request to [REDACTED]
[REDACTED] 9/23/2003 4:27:30 PM [REDACTED]
assigned/forwarded request to [REDACTED]
10/20/2004 5:13:46 PM [REDACTED]
Ticket closed per [REDACTED] DCSP has left.

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November 08, 2006

RMS Request Number:

0075291

Request ID : 0075291

Performance Indicator : Capital Equipment

Status : Closed

Opened : 5/21/2003 2:42:00PM

Closed : 5/22/2003 3:24:37PM

Requestor Name : [REDACTED]

Office : MOBILE

Phone :

Office Code : 3490-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : As per telecall with [REDACTED] on 5/21/2003, Mobile herein requests one DCS 3000 system for use in [REDACTED] This equipment is needed ASAP. Thanks for all of your suport....

Worklog : 9/24/2004 7:57:07 PM

[REDACTED] 5/21/2003 2:42:29 PM [REDACTED] assigned/forwarded request to [REDACTED] 5/22/2003 1:26:43 PM

[REDACTED] assigned/forwarded request to [REDACTED] 5/22/2003 2:20:51 PM [REDACTED]

Equipment shiped 5/21/2003

9/2/2005 11:22:00 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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Page 412 of 622

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0075373

Request ID : 0075373		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 5/27/2003 11:02:00AM	Closed : 6/5/2003 1:05:09PM	
Requestor Name : [REDACTED]		Office : PHOENIX	
Phone : 602 [REDACTED]		Office Code : 3630-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Replacement sever for DCS 3000 system.

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Worklog : 9/24/2004 7:45:37 PM

[REDACTED]
5/27/2003 11:02:19 AM [REDACTED]
assigned/forwarded request to [REDACTED]
5/27/2003 11:02:44 AM [REDACTED] Shipped on 3/27/03
5/27/2003 11:18:46 AM [REDACTED] Completed shipment
5/27/2003 11:25:53 AM [REDACTED] Completed shipment
9/2/2005 11:22:01 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0075497

Request ID : 0075497		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 5/30/2003 10:40:00AM	Closed : 8/4/2003 12:10:36PM	
Requestor Name : [REDACTED]	b6 b7C	Office : Mobile	
Phone : 1 (866) [REDACTED]		Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS3000 is not getting a release message on outgoing calls

Worklog : 9/24/2004 7:45:39 PM

5/30/2003 10:40:41 AM [REDACTED] The affect of DCS3000 not giving release messages on outgoing calls is that it does not signal the end of call and this causes the reports to be inaccurate. This ticket is being put in for Mobile. The issue has been troubleshoot between [REDACTED] and ERF.

[REDACTED] assigned/forwarded request to [REDACTED]

6/9/2003 2:16:52 PM [REDACTED] assigned/forwarded request to [REDACTED]

9/2/2005 11:22:01 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0075582

Request ID : 0075582		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 6/3/2003 1:34:00PM	Closed : 6/5/2003 1:04:36PM
Requestor Name : [REDACTED]		Office : [REDACTED]	b7D
Phone : 604 [REDACTED]		Office Code :	
Case Number :		Investigative Program :	
b6 b7C			
Assigned to Name : [REDACTED]		Program Manager [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Software		Worklog : 9/24/2004 7:45:40 PM	
		[REDACTED] 6/3/2003 1:34:33 PM [REDACTED] assigned/forwarded request to [REDACTED] 6/3/2003 2:02:11 PM [REDACTED]	
		Completed shipment	
		9/2/2005 11:22:01 AM [REDACTED]	
		[REDACTED] has Reassigned or Forwarded this request to [REDACTED]	

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November 08, 2006

RMS Request Number:

0075669

Request ID : 0075669

Performance Indicator : Capital Equipment

Status : Closed

Opened : 6/5/2003 2:44:00PM

Closed : 8/4/2003 12:10:26PM

Requestor Name [REDACTED]

Office : TUCSON

Phone :

b6

Office Code : 3630-0470

Case Number :

b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : a [REDACTED] and a DCS 3000
box to do a [REDACTED] intercept [REDACTED]

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Worklog : 9/24/2004 7:57:14 PM

6/5/2003 2:44:39 PM [REDACTED]
assigned/forwarded request to [REDACTED]
6/5/2003 3:03:44 PM [REDACTED]
assigned/forwarded request to [REDACTED]
6/6/2003 11:11:17 AM [REDACTED] assigned/forwarded
request to [REDACTED] 7/9/2003 10:02:52 AM
[REDACTED] Shipped two sets of equipment on 7/9/03.
7/9/2003 11:24:58 AM [REDACTED] Completed Shipment
9/2/2005 11:22:01 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

Derived from: G3

Authority date: 10/1/1993

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November 08, 2006

RMS Request Number:

0075746

Request ID : 0075746		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 6/10/2003 3:22:00PM	Closed : 8/4/2003 12:09:33PM
Requestor Name : [REDACTED]		Office : [REDACTED]	
Phone : 701 [REDACTED]		Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Software		Working : 9/24/2004 7:45:42 PM	
		6/10/2003 3:22:35 PM [REDACTED]	
		assigned/forwarded request to [REDACTED] 6/11/2003	
		8:46:44 AM [REDACTED] Completed shipment	
		9/2/2005 11:22:01 AM [REDACTED]	
		[REDACTED] has Reassigned or Forwarded this request to [REDACTED]	

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November 08, 2006

RMS Request Number:

0075879

Request ID : 0075879

Performance Indicator : Capital Equipment

Status : Closed

Opened : 6/16/2003 3:55:00PM

Closed : 8/4/2003 12:08:49PM

Requestor Name : [REDACTED]

Office [REDACTED]

Phone : 800 [REDACTED]

Office Code :

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:45:44 PM

[REDACTED]
6/16/2003 3:55:03 PM [REDACTED]
assigned/forwarded request to [REDACTED] 6/17/2003
8:58:10 AM [REDACTED] Completed shipment
9/2/2005 11:22:02 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

b6
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November 08, 2006

RMS Request Number:

0076043

Request ID : 0076043		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 6/23/2003 8:04:00AM	Closed : 7/30/2004 1:11:19PM	
Requestor Name : [REDACTED]	Office : COLUMBIA		
Phone :	Office Code : 3180-0000		
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Traditional Technologies	
Category : TICTU			
Item: CMP DNR Support			

Requested Support : Per conversation with [REDACTED] on 6/19/03, the Columbia Division requires a firewall to protect the DCS3000 network so that the JSI Voicebox can be connected to the DCS3000 for real time pen data collection in the JSI Voicebox.

b2
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Worklog : 9/24/2004 7:57:20 PM
[REDACTED] 6/23/2003 8:04:37 AM [REDACTED] assigned/forwarded request to [REDACTED] 6/23/2003 9:46:15 AM [REDACTED]
[REDACTED] assigned/forwarded request to [REDACTED]
7/15/2003 7:26:33 AM [REDACTED] Firewalls have been ordered... One will be provided to Columbia FO when they are received. 8/6/2003 10:33:52 AM [REDACTED] Shipped on 08-06-03. By [REDACTED]
9/23/2005 2:19:01 PM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]
10/6/2005 1:45:48 PM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0076176

Request ID : 0076176		Performance Indicator : Technical Expertise	
Status : Closed		Opened : 6/26/2003 5:27:00PM	Closed : 8/4/2003 12:07:45PM
Requestor Name : [REDACTED]		Office : HOUSTON	
Phone : 713 [REDACTED]		Office Code : 3290-0000	
Case Number : [REDACTED]		Investigative Program : [REDACTED]	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : To support FISA coverage, Houston requests an additional Cisco 2600 Router to upgrade capabilities of DCS 3000 for integration of [REDACTED] into CALEA compliant intercept. Current 2600 is at maximum capacity. Additionally, with the installation of [REDACTED] houston also requests enough [REDACTED] conversion boxes to support the intercept of [REDACTED] for FISA investigation. These will feed into our current [REDACTED] recording workstation.		Worklog : 9/24/2004 7:57:23 PM [REDACTED] 6/26/2003 5:27:41 PM [REDACTED] assigned/forwarded request to [REDACTED] 7/1/2003 6:42:08 PM [REDACTED] assigned/forwarded request to [REDACTED] 7/11/2003 1:44:32 PM [REDACTED] assigned/forwarded request to [REDACTED] 7/11/2003 1:44:55 PM [REDACTED] Shipped equipment on 7/11/03. 7/11/2003 2:26:51 PM [REDACTED] Completed Shipment 9/2/2005 11:22:02 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED] [REDACTED]	

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November 08, 2006

RMS Request Number:

0076182

Request ID : 0076182		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 6/27/2003 1:11:00PM	Closed : 8/4/2003 12:07:23PM
Requestor Name : [REDACTED]		Office : JACKSON	
Phone : 601 [REDACTED]		Office Code : 3320-0000	
Case Number :		Investigative Program :	
b6 b7C			
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : One hub and I am sending one DCS3000 (F1820704) back for upgrade to a ring down card. Thanks.

Worklog : 9/24/2004 7:57:23 PM

[REDACTED]
6/27/2003 1:11:39 PM [REDACTED]
assigned/forwarded request to [REDACTED]
7/1/2003 6:41:32 PM [REDACTED]
assigned/forwarded request to [REDACTED]
7/2/2003 4:05:40 PM [REDACTED] assigned/forwarded
request to [REDACTED] 7/3/2003 10:29:09 AM
[REDACTED] assigned/forwarded request to [REDACTED]
[REDACTED] 7/3/2003 11:26:05 AM [REDACTED] Completed
shipment
9/2/2005 11:22:02 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

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November 08, 2006

RMS Request Number:

0076599

Request ID : 0076599		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 7/17/2003 11:36:00AM	Closed : 8/4/2003 12:05:12PM
Requestor Name : [REDACTED]		Office : [REDACTED]	
Phone : 514 [REDACTED]		Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Manual		Worklog : 9/24/2004 7:45:54 PM	
		[REDACTED] 7/17/2003 11:36:41 AM [REDACTED] assigned/forwarded request to [REDACTED] 9/2/2005 11:22:03 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED]	

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November 08, 2006

RMS Request Number:

0076913

Request ID : 0076913		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 7/28/2003 2:40:00PM	Closed : 8/4/2003 12:05:02PM
Requestor Name : [REDACTED]		Office : [REDACTED]	
Phone : 573 [REDACTED]		Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Software		Worklog : 9/24/2004 7:45:59 PM	
		[REDACTED] 7/28/2003 2:40:02 PM [REDACTED]	
		assigned/forwarded request to [REDACTED]	
		9/2/2005 11:22:03 AM [REDACTED]	
		[REDACTED] has Reassigned or Forwarded this request to [REDACTED]	

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November 08, 2006

RMS Request Number:

0076914

Request ID : 0076914		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 7/28/2003 2:43:00PM	Closed : 8/4/2003 12:04:55PM
Requestor Name : [REDACTED]		Office : [REDACTED]	
Phone : 800-[REDACTED]		Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Software		Worklog : 9/24/2004 7:45:59 PM	
		[REDACTED] 7/28/2003 2:43:31 PM [REDACTED]	
		assigned/forwarded request to [REDACTED]	
		[REDACTED] 9/2/2005 11:22:03 AM [REDACTED]	
		[REDACTED] has Reassigned or Forwarded this request to [REDACTED]	

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November 08, 2006

RMS Request Number:

0076933

Request ID : 0076933

Performance Indicator : Capital Equipment

Status : Closed

Opened : 7/29/2003 10:30:00AM

Closed : 7/30/2004 1:11:26PM

Requestor Name [REDACTED]

Office : MEMPHIS

Phone :

Office Code : 3440-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name [REDACTED]

Program Manager [REDACTED]

Assigned To Group : TICTU

Program/Type : Traditional Technologies

Category : TICTU

Item: Tascam 112MKII Cassette Recorder

Requested Support : 3 each tascams set-up to be used with the DCS3000 system, questions can be directed to [REDACTED]@

901 [REDACTED]

b6
b7C

Worklog : 9/24/2004 7:57:37 PM

[REDACTED] 7/29/2003 10:30:06 AM [REDACTED]

assigned/forwarded request to [REDACTED]

7/29/2003

10:47:10 AM [REDACTED]

request to [REDACTED]

assigned/forwarded

7/31/2003 11:06:28 AM

Completed Shipment

10/6/2005 1:45:49 PM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request

to [REDACTED]

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November 08, 2006

RMS Request Number:

0077619

Request ID : 0077619		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 8/20/2003 10:46:00AM	Closed : 9/17/2003 8:45:43AM	
Requestor Name : [REDACTED]		Office : NEW YORK CITY	
Phone : 212 [REDACTED]		Office Code : 3540-0000	
Case Number : [REDACTED]		Investigative Program : [REDACTED]	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 workstation to replace broken one.	Worklog : 9/24/2004 7:46:09 PM
--	---------------------------------------

b6
b7C

8/20/2003 10:46:40 AM [REDACTED]
assigned/forwarded request to [REDACTED]
8/20/2003 10:46:59 AM [REDACTED] Shipped on 8/20/03.
9/2/2005 11:22:04 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0077897

Request ID : 0077897		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 9/2/2003 1:10:00PM	Closed : 10/29/2003 4:03:52PM	
Requestor Name : [REDACTED]		Office : SAN DIEGO	
Phone : 858-[REDACTED]		Office Code : 3780-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Per the 9/2/03 telephone conversation between San Diego TTA [REDACTED] and ERF's [REDACTED] please provide the appropriate routers and communication equipment to support the addition of a second [REDACTED] system, to be installed at a covert FBI off-site, which will interface with the present DCS3000, located in San Diego's CMP. TICTU is also requested to have a DCS3000 representative present during the aforementioned install, tentatively scheduled for the week of 10/13/03. Please advise if a representative will be present.

b6
b7C

Worklog : 9/24/2004 7:57:54 PM

9/2/2003 1:10:27 PM [REDACTED] assigned/forwarded request to [REDACTED]
9/8/2003 5:04:38 PM [REDACTED] The installation of a second DCS-3000 system at the off-site is dependant on receipt of additional Cisco Pix routers at ERF for use in extending DCS-3000 network in San Diego. If an additional Pix is not available week of 10/13/2003, upon receipt of new routers, TICTU will provide SD with assistance in extending DCS-300 network to offsite. [REDACTED] assigned/forwarded request to [REDACTED]
9/11/2003 12:56:34 PM [REDACTED] assigned/forwarded request to [REDACTED]
9/22/2003 1:05:41 PM [REDACTED] assigned/forwarded request to [REDACTED]
9/23/2003 4:26:11 PM [REDACTED] assigned/forwarded request to [REDACTED]
9/29/2003 2:38:51 PM [REDACTED] Shipped on 9/30/03. 9/30/2003 2:27:25 PM [REDACTED] Completed shipment
9/2/2005 11:22:04 AM [REDACTED] has Reassigned or Forwarded this request to [REDACTED]

Derived from: G3

Authority date: 10/4/1993

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November 08, 2006

RMS Request Number:

0077997

Request ID : 0077997		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 9/4/2003 5:21:00PM	Closed : 9/17/2003 8:40:00AM	
Requestor Name : [REDACTED]		Office : CLEVELAND	
Phone : 216 [REDACTED]		Office Code : 3170-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : 1 - DCS3000 computer to replace CVs main ".12.5" DCS3000.		Worklog : 9/24/2004 7:57:56 PM	
		[REDACTED] 9/4/2003 5:21:22 PM [REDACTED]	
		assigned/forwarded request to [REDACTED]	
		9/8/2003 4:59:29 PM [REDACTED]	
		assigned/forwarded request to [REDACTED]	
		9/8/2003 6:18:35 PM [REDACTED] assigned/forwarded	
		request to [REDACTED] 9/9/2003 11:14:01 AM	
		[REDACTED] Shipped on 9/9/03. 9/9/2003 1:58:06 PM	
		[REDACTED] Completed shipment	
		9/2/2005 11:22:04 AM [REDACTED]	
		[REDACTED] has Reassigned or Forwarded this request to [REDACTED]	
		[REDACTED]	

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November 08, 2006

RMS Request Number:

0078032

Request ID : 0078032

Performance Indicator : Capital Equipment

Status : Closed

Opened : 9/5/2003 1:57:00PM

Closed : 10/29/2003 4:03:42PM

Requestor Name : [REDACTED]

Office : PHILADELPHIA

Phone : 215- [REDACTED]

Office Code : 3620-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : Per Philadelphia's telcal with [REDACTED]

[REDACTED] we are requesting a sound card needed to adapt the DCS 3000 system to accomodate both [REDACTED] interconnect and direct connect Title III situations.

b2
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Worklog : 9/24/2004 7:57:57 PM

[REDACTED] 9/5/2003 1:57:51 PM [REDACTED] assigned/forwarded request to [REDACTED] 9/8/2003 4:03:28 PM

[REDACTED] assigned/forwarded request to [REDACTED]

[REDACTED] 9/22/2003 1:05:41 PM [REDACTED]

assigned/forwarded request to [REDACTED]

10/6/2003 11:14:24 AM [REDACTED]

assigned/forwarded request to [REDACTED]

10/6/2003 12:53:58 PM [REDACTED] using [REDACTED]

9/2/2005 11:22:04 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

UNCLASSIFIED

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November 08, 2006

RMS Request Number:

0078065

Request ID : 0078065		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 9/8/2003 10:38:00AM	Closed : 7/6/2004 1:59:50PM	
Requestor Name : [redacted] for Houston		Office : Houston	
Phone : 713 [redacted]	b6 b7C	Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [redacted]		Program Manager : [redacted]	
Assigned To Group : ATU		Program/Type : Wireless Intercept and Tracking Team	
Category : ATU			
Item: Wireless Intercept and Tracking Team			

Requested Support : The DCS 3000 in Houston can't connect to the network.

Worklog : 9/24/2004 7:46:13 PM

[redacted] 9/8/2003 10:38:52 AM [redacted]
assigned/forwarded request to [redacted] 9/8/2003
12:46:56 PM [redacted] assigned/forwarded request to
[redacted] 9/8/2003 4:37:10 PM [redacted] This
ticket can be closed the problem was that it had bad IP
address and the lucent switch upgrade caused new directory
to be created.

b6
b7C

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November 08, 2006

RMS Request Number:

0078141

Request ID : 0078141

Performance Indicator : Capital Equipment

Status : Closed

Opened : 9/10/2003 10:00:00AM

Closed : 9/17/2003 8:30:15AM

Requestor Name [REDACTED]

Office : NEW YORK CITY

Phone : 212 [REDACTED]

Office Code : 3540-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name [REDACTED]

Program Manager [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : Repaired DCS 3000 CPU.

Worklog : 9/24/2004 7:46:14 PM

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b7C

9/10/2003 10:00:13 AM [REDACTED]
assigned/forwarded request to [REDACTED]
9/10/2003 10:01:00 AM [REDACTED] Shipped on 9/11/03.
9/11/2003 11:26:24 AM [REDACTED] Completed shipment
9/2/2005 11:22:05 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0078201

Request ID : 0078201		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 9/12/2003 11:16:00AM	Closed : 9/17/2003 8:28:47AM	
Requestor Name : [REDACTED]		Office : [REDACTED]	
Phone : 202 [REDACTED]	b6 b7C	Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Software		Worklog : 9/24/2004 7:46:15 PM	

[REDACTED]
9/12/2003 11:16:42 AM [REDACTED]
assigned/forwarded request to [REDACTED] 9/12/2003
1:53:16 PM [REDACTED] Completed shipment
9/2/2005 11:22:05 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

b6
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November 08, 2006

RMS Request Number:

0078204

Request ID : 0078204

Performance Indicator : Capital Equipment

Status : Closed

Opened : 9/12/2003 12:00:00PM

Closed : 9/17/2003 8:28:23AM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 919 [REDACTED]

Office Code :

Case Number :

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

b6
b7C

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:46:15 PM

[REDACTED]
9/12/2003 12:00:27 PM [REDACTED]
assigned/forwarded request to [REDACTED] 9/12/2003
1:57:44 PM [REDACTED] Completed shipment
9/2/2005 11:22:05 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

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b7C

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November 08, 2006

RMS Request Number:

0078210

Request ID : 0078210		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 9/12/2003 3:03:00PM	Closed : 9/17/2003 8:28:13AM	
Requestor Name : [REDACTED]		Office : [REDACTED]	
Phone : 501 [REDACTED]	b6 b7C	Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:46:15 PM

9/12/2003 3:03:42 PM [REDACTED]
assigned/forwarded request to [REDACTED] 9/15/2003
1:49:01 PM [REDACTED] Completed shipment
9/2/2005 11:22:05 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

b6
b7C

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November 08, 2006

RMS Request Number:

0078289

Request ID : 0078289		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 9/15/2003 6:03:00PM	Closed : 10/29/2003 4:03:32PM	
Requestor Name : [REDACTED]		Office : JACKSONVILLE	
Phone :		Office Code : 3330-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Re telcal between TTA [REDACTED] and [REDACTED] on 09/15/2003, Jacksonville requests a complete DCS 3000 system in order to support a Title III [REDACTED] intercept in the Tallahassee RA. The system can be shipped direct to Tallahassee. Any questions, please contact TTA [REDACTED] at 904 [REDACTED]

b2
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b7C
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Worklog : 9/24/2004 7:58:02 PM
[REDACTED]
9/15/2003 6:03:16 PM [REDACTED]
assigned/forwarded request to [REDACTED]
9/17/2003 10:27:29 AM [REDACTED]
assigned/forwarded request to [REDACTED]
9/22/2003 1:05:41 PM [REDACTED] assigned/forwarded request to [REDACTED] 9/25/2003 2:24:55 PM [REDACTED] assigned/forwarded request to [REDACTED]
[REDACTED] 9/26/2003 10:59:59 AM [REDACTED] Shipped on 9/26/03. 9/26/2003 1:40:12 PM [REDACTED] Completed Shipment
9/2/2005 11:22:05 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0078326

Request ID : 0078326

Performance Indicator : Capital Equipment

Status : Closed

Opened : 9/16/2003 10:04:00AM

Closed : 10/29/2003 4:03:20PM

Requestor Name : [REDACTED]

Office : MIAMI

Phone : 305 [REDACTED]

Office Code : 3460-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : 2- dcs 3000 computers

Worklog : 9/24/2004 7:58:02 PM

9/16/2003 10:04:59 AM [REDACTED]
assigned/forwarded request to [REDACTED]
9/17/2003 10:27:02 AM [REDACTED]
assigned/forwarded request to [REDACTED]
9/22/2003 1:05:41 PM [REDACTED] assigned/forwarded
request to [REDACTED] 9/22/2003 2:29:49 PM
[REDACTED] assigned/forwarded request to [REDACTED]
10/24/2003 4:01:40 PM [REDACTED] Will let
Quantico know if needed in future. Right now not needed.
9/2/2005 11:22:05 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

b6
b7C

UNCLASSIFIED

Page 436 of 622

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0078432

Request ID : 0078432

Performance Indicator : Capital Equipment

Status : Closed

Opened : 9/22/2003 10:57:00AM

Closed : 10/29/2003 4:03:12PM

Requestor Name : [REDACTED]

Office : NORFOLK

Phone : 757-455-0100

Office Code : 3560-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : Video card for DCS 3000 cpu.

Worklog : 9/24/2004 7:46:18 PM

9/22/2003 10:57:49 AM [REDACTED]

assigned/forwarded request to [REDACTED]

9/22/2003 10:58:13 AM [REDACTED]

Shipped on 9/22/03.

9/22/2003 1:05:42 PM [REDACTED]

request to [REDACTED]

9/22/2003 1:58:29 PM

[REDACTED] Completed shipment

9/2/2005 11:22:05 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
b7C

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November 08, 2006

RMS Request Number:

0079199

Request ID : 0079199		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 10/15/2003 1:15:00PM	Closed : 7/6/2004 1:59:51PM	
Requestor Name : [REDACTED]		Office : NEW ORLEANS	
Phone : 866 [REDACTED]		Office Code : 3530-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : ATU		Program/Type : Wireless Intercept and Tracking Team	
Category : ATU			
Item: Wireless Intercept and Tracking Team			

Requested Support : DCS 3000 [REDACTED] [REDACTED]	Worklog : 9/24/2004 7:46:30 PM [REDACTED] 10/15/2003 1:15:45 PM [REDACTED] DCSP reserve is working the issue [REDACTED] assigned/forwarded request to [REDACTED] 10/15/2003 1:16:37 PM [REDACTED] assigned/forwarded request to [REDACTED] [REDACTED] 10/15/2003 1:42:51 PM [REDACTED] you may want to get involved in this [REDACTED] assigned/forwarded request to [REDACTED] 10/23/2003 7:39:53 AM [REDACTED] Any word on this issue? 11/6/2003 12:44:15 PM [REDACTED] Any word on this issue??? 11/24/2003 10:06:49 AM [REDACTED] As per [REDACTED] title 50 was moved to the title 50 DCS 3000 on or about 10Nov03.
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November 08, 2006

RMS Request Number:

0079278

Request ID : 0079278		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 10/17/2003 9:57:00AM	Closed : 10/29/2003 4:00:02PM
Requestor Name : [REDACTED]		Office : [REDACTED]	
Phone : 662 [REDACTED]		Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Software		Worklog : 9/24/2004 7:46:32 PM	
		[REDACTED] 10/17/2003 9:57:56 AM [REDACTED] Shipped 10/17/03	
		[REDACTED] assigned/forwarded request to [REDACTED]	
		10/17/2003 11:56:31 AM [REDACTED] Completed shipment	
		9/2/2005 11:22:06 AM [REDACTED]	
		[REDACTED] has Reassigned or Forwarded this request to [REDACTED]	

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November 08, 2006

RMS Request Number:

0079279

Request ID : 0079279		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 10/17/2003 10:01:00AM	Closed : 10/29/2003 3:59:53PM	
Requestor Name : [REDACTED]		Office : [REDACTED]	
Phone : 601 [REDACTED]	b6 b7C	Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Software		Worklog : 9/24/2004 7:46:32 PM	

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b7C

[REDACTED]
10/17/2003 10:01:50 AM [REDACTED] Shipped 10/17/03
[REDACTED] assigned/forwarded request to [REDACTED]
10/17/2003 11:48:15 AM [REDACTED] Completed shipment
9/2/2005 11:22:06 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

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November 08, 2006

RMS Request Number:

0079303

Request ID : 0079303

Performance Indicator : Capital Equipment

Status : Closed

Opened : 10/17/2003 2:12:00PM

Closed : 10/29/2003 3:59:37PM

Requestor Name : [REDACTED]

Office : NORFOLK

Phone : 757-[REDACTED]

Office Code : 3560-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : New Dcs 3000 Workstation

Worklog : 9/24/2004 7:46:33 PM

10/17/2003 2:12:45 PM [REDACTED]

assigned/forwarded request to [REDACTED]

10/17/2003 2:13:16 PM [REDACTED]

Hand Carried by [REDACTED]

[REDACTED] on 10/17/03.

9/2/2005 11:22:06 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
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November 08, 2006

RMS Request Number:

0079656

Request ID : 0079656

Performance Indicator : Capital Equipment

Status : Closed

Opened : 10/28/2003 1:39:00PM

Closed : 10/29/2003 3:57:45PM

Requestor Name : [REDACTED]

Office : LOUISVILLE

Phone : 502 [REDACTED]

b6
b7C

Office Code : 3420-0000

Case Number :

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : a new DCS 3000 system to replace one that keeps losing power.

Worklog : 9/24/2004 7:58:24 PM

b6
b7C

10/28/2003 1:39:17 PM [REDACTED]
assigned/forwarded request to [REDACTED]
10/29/2003 9:16:48 AM [REDACTED]
assigned/forwarded request to [REDACTED]
10/29/2003 9:33:59 AM [REDACTED] Shipped on 10/29/03.
10/29/2003 11:24:14 AM [REDACTED] Completed shipment
9/2/2005 11:22:07 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0079662

Request ID : 0079662

Performance Indicator : Capital Equipment

Status : Closed

Opened : 10/28/2003 3:47:00PM

Closed : 10/29/2003 3:55:54PM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 610 [REDACTED]

Office Code :

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:46:39 PM

10/28/2003 3:47:11 PM [REDACTED] Shipped 10/29/03

[REDACTED] assigned/forwarded request to [REDACTED]

10/29/2003 11:13:34 AM [REDACTED] Completed shipment

9/2/2005 11:22:07 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
b7C

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November 08, 2006

RMS Request Number:

0079822

Request ID : 0079822

Performance Indicator : Capital Equipment

Status : Closed

Opened : 11/3/2003 10:22:00AM

Closed : 7/6/2004 1:59:52PM

Requestor Name : [REDACTED]

Office : DETROIT

Phone : 313 [REDACTED]

Office Code : 3220-0000

Case Number :

Investigative Program :

b6
b7C

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : ATU

Program/Type : Wireless Intercept and Tracking Team

Category : ATU

Item: Wireless Intercept and Tracking Team

Requested Support : Need an DB9 to 25 pin Serial Cable for the old Epson lx300 printer for the DCS 3000

Worklog : 9/24/2004 7:46:42 PM

b6
b7C

11/3/2003 10:22:51 AM [REDACTED]
assigned/forwarded request to [REDACTED]
11/3/2003 10:25:40 AM [REDACTED]
assigned/forwarded request to [REDACTED]
11/3/2003 12:51:45 PM [REDACTED]
assigned/forwarded request to [REDACTED]
11/3/2003 1:28:02 PM [REDACTED] Shipped on 11/3/03.
11/3/2003 2:04:06 PM [REDACTED] Completed shipment

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November 08, 2006

RMS Request Number:

0079909

Request ID : 0079909		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 11/4/2003 4:09:00PM	Closed : 7/30/2004 1:11:52PM	
Requestor Name : [REDACTED]		Office : CHICAGO	
Phone : 312 296-7401		Office Code : 3150-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Central Monitoring Plant	
Category : TICTU			
Item : [REDACTED]			

b2
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b7E

Requested Support : The DCSP at the site is trying to renew the pen register for a [REDACTED] line and he is no longer getting the pen data from Elhurst ISG1. The DCS3000 is getting the data but the VBIII is not getting it.

Worklog : 9/24/2004 7:46:43 PM

[REDACTED] 11/4/2003 4:09:00 PM [REDACTED] Request that [REDACTED] call [REDACTED] in Chicago. [REDACTED] assigned/forwarded request to [REDACTED] 11/4/2003 4:10:01 PM [REDACTED] assigned/forwarded request to [REDACTED] 11/18/2003 11:22:09 AM [REDACTED] assigned/forwarded request to [REDACTED] 11/18/2003 11:24:46 AM [REDACTED]

Because of the upgrades that were done to Chicago's system. Any time a switch is disabled, you must stop and start the services to get the switch to come back online.

9/23/2005 2:11:50 PM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0080132

Request ID : 0080132

Performance Indicator : Capital Equipment

Status : Closed

Opened : 11/10/2003 6:32:00PM

Closed : 11/20/2003 12:37:18PM

Requestor Name : [REDACTED]

Office : COLUMBUS

Phone :

Office Code : 3160-3930

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : Please provide the Columbus RA of the Cincinnati Division with one (1) DCS3000 "host" system for use on an upcoming Title III. This system would be used with old analog cassette tapes and Cincinnati has the [REDACTED] tape decks on hand. Cincinnati would return the host system as soon as the Title III is over. Thank you

b2
b7E

Worklog : 9/24/2004 7:58:30 PM

11/10/2003 6:32:45 PM [REDACTED]
assigned/forwarded request to [REDACTED]
11/13/2003 9:27:04 AM [REDACTED]
assigned/forwarded request to [REDACTED]
11/13/2003 9:52:57 AM [REDACTED] Shipped on 11/12/03 on
RMS# 080155.
9/2/2005 11:22:07 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
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November 08, 2006

RMS Request Number:

0080155

Request ID : 0080155		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 11/12/2003 1:39:00PM	Closed : 11/20/2003 12:36:56PM
Requestor Name : [REDACTED]		Office : COLUMBUS	
Phone : 614 [REDACTED]		Office Code : 3160-3930	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : T-III Workstation for DCS 3000 intercept.		Worklog : 9/24/2004 7:46:48 PM	

b6
b7C

[REDACTED]
11/12/2003 1:39:58 PM [REDACTED]
assigned/forwarded request to [REDACTED]
11/12/2003 1:40:18 PM [REDACTED] Shipped on 11/12/03.
11/12/2003 2:25:02 PM [REDACTED] Completed shipment
9/2/2005 11:22:07 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]
[REDACTED]

UNCLASSIFIED

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November 08, 2006

RMS Request Number:

0080545

Request ID : 0080545		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 11/24/2003 11:32:00AM	Closed : 12/8/2003 2:53:15PM	
Requestor Name : [REDACTED]		Office : MILWAUKEE	
Phone :		Office Code : 3470-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : MW requests two DCS3000 systems: one to assist in relocating to our new CMP area, and one for deployment in the Madison RA. Please contact [REDACTED] at (414) [REDACTED] with further questions.

b6
b7C

Worklog : 9/24/2004 7:58:37 PM

[REDACTED]
11/24/2003 11:32:10 AM [REDACTED]
assigned/forwarded request to [REDACTED]
11/24/2003 1:43:28 PM [REDACTED]
assigned/forwarded request to [REDACTED]
11/28/2003 2:20:39 PM [REDACTED] Shipped office CPU on
12/01/03. Will ship [REDACTED] cpu later.
9/2/2005 11:22:08 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

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November 08, 2006

RMS Request Number:

0080564

Request ID : 0080564		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 11/24/2003 4:58:00PM	Closed : 11/26/2003 10:06:17AM
Requestor Name : [REDACTED]		Office : [REDACTED]	
Phone : 416 [REDACTED]		Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Software		Worklog : 9/24/2004 7:46:54 PM	

b6
b7C

11/24/2003 4:58:02 PM [REDACTED]
assigned/forwarded request to [REDACTED] 11/25/2003
2:46:22 PM [REDACTED] Completed shipment
9/2/2005 11:22:08 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

UNCLASSIFIED

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0080618

Request ID : 0080618

Performance Indicator : Capital Equipment

Status : Closed

Opened : 11/26/2003 11:40:00AM

Closed : 12/8/2003 2:52:29PM

Requestor Name : [REDACTED]

Office : DALLAS

Phone : 972 [REDACTED]

Office Code : 3190-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:46:55 PM

11/26/2003 11:40:59 AM [REDACTED]
assigned/forwarded request to [REDACTED] 11/26/2003
1:26:04 PM [REDACTED] Completed Shipment
9/2/2005 11:22:08 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0080679

Request ID : 0080679		Performance Indicator : Technical expertise	
Status : Closed	Opened : 12/1/2003 2:21:00PM	Closed : 8/29/2005 5:58:30PM	
Requestor Name : [REDACTED]		Office : MILWAUKEE	
Phone : 414 [REDACTED]		Office Code : 3470-0000	
Case Number :		Investigative Program :	
[REDACTED]		[REDACTED]	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : (S)Milwaukee requests 2- internal CD-RWs for installation in our two DCS 3000's being used for FISA matters. The use of CD burners for retaining the pen register evidence would be easier and cheaper than using zip disks as we have been. The rewritable CD burners would allow us to periodically download for a case or target number and continue to add to the CD until full.	Worklog : 9/24/2004 7:58:40 PM [REDACTED] 12/1/2003 2:21:14 PM [REDACTED] assigned/forwarded request to [REDACTED] 12/8/2003 3:51:29 PM [REDACTED] assigned/forwarded request to [REDACTED] 5/20/2004 11:50:42 AM [REDACTED] No longer needed.
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Derived from: G1
Authority date: 10/1/1993

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November 08, 2006

RMS Request Number:

0080755

Request ID : 0080755		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 12/3/2003 9:43:00AM	Closed : 12/8/2003 2:53:03PM
Requestor Name : [REDACTED]		Office : MILWAUKEE	
Phone : 414 [REDACTED]		Office Code : 3470-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : UPS for DCS 3000 system.

Worklog : 9/24/2004 7:46:56 PM

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12/3/2003 9:43:52 AM [REDACTED]
assigned/forwarded request to [REDACTED]
12/3/2003 9:44:12 AM [REDACTED] Shipped on 12/3/03.
12/3/2003 10:32:04 AM [REDACTED] Completed Shipment
9/2/2005 11:22:08 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0080762

Request ID : 0080762		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 12/3/2003 12:36:00PM	Closed : 3/10/2004 7:31:55AM	
Requestor Name : [REDACTED]		Office : SAN DIEGO	
Phone : 858 [REDACTED]		Office Code : 3780-0000	
Case Number : [REDACTED]		Investigative Program : [REDACTED]	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Per the 12/3/03 telephone conversation between TICTU's [REDACTED] and San Diego's [REDACTED], [REDACTED] San Diego requests it be provided with an upgraded, rackmount DCS3000 Server. This Server is planned to be placed in San Diego's VoiceBox III rack, as such, please also provide appropriate rails for the requested rackmount Server and appropriate cabling to attach to the VoiceBox III [REDACTED]. It is additionally requested that all necessary hardware, software, and peripherals be provided to install DCS5000 FISA "Push" devices to support San Diego's [REDACTED]. Please schedule TICTU personnel to travel to San Diego to oversee the installation and testing of this new equipment.

Worklog : 9/24/2004 7:58:41 PM
[REDACTED]
12/3/2003 12:36:55 PM [REDACTED]
assigned/forwarded request to [REDACTED]
12/8/2003 3:50:50 PM [REDACTED]
assigned/forwarded request to [REDACTED]
2/24/2004 2:33:59 PM [REDACTED] Shipped on 2/25/04. Push equipment will be shipped later.
9/2/2005 11:22:08 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0081063

Request ID : 0081063		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 12/11/2003 3:18:00PM	Closed : 1/2/2004 12:44:02PM	
Requestor Name : [REDACTED]	Office : LOS ANGELES		
Phone : 310-[REDACTED]	Office Code : 3410-0000		
Case Number :	Investigative Program :		
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 Upgrade CD	Worklog : 9/24/2004 7:47:01 PM
	12/11/2003 3:18:49 PM [REDACTED]
	assigned/forwarded request to [REDACTED]
	9/2/2005 11:22:08 AM [REDACTED]
	[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0081354

Request ID : 0081354

Performance Indicator : Capital Equipment

Status : Closed

Opened : 12/22/2003 9:36:00AM

Closed : 1/2/2004 12:44:23PM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 800 [REDACTED]

Office Code :

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

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Worklog : 9/24/2004 7:47:07 PM

[REDACTED]
12/22/2003 9:36:18 AM [REDACTED]
assigned/forwarded request to [REDACTED] 12/22/2003
11:59:59 AM [REDACTED] Completed Shipment
9/2/2005 11:22:08 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

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November 08, 2006

RMS Request Number:

0081423

Request ID : 0081423

Performance Indicator : Capital Equipment

Status : Closed

Opened : 12/23/2003 9:51:00AM

Closed : 1/2/2004 12:44:48PM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 630 [REDACTED]

Office Code :

Case Number :

Investigative Program :

b6
b7C

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:47:08 PM

12/23/2003 9:51:55 AM [REDACTED]
assigned/forwarded request to [REDACTED] 12/23/2003
10:30:44 AM [REDACTED] Completed shipment
9/2/2005 11:22:09 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0081459

Request ID : 0081459		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 12/29/2003 10:38:00AM	Closed : 5/18/2004 10:41:34AM	
Requestor Name [REDACTED]	b6 b7C	Office : TAMPA	
Phone :		Office Code : 3880-0000	
Case Number :		Investigative Program :	b2 b6 b7C b7E
Assigned to Name [REDACTED]		Program Manager [REDACTED]	
Assigned To Group : DITU		Program/Type [REDACTED]	
Category : DITU			
Item: Maintenance/Upgrade			

Requested Support : 12--19"or21" LCD Flat Screen monitors to replace CRT Monitors associated with [REDACTED] FBI Net, DCS 3000, and [REDACTED] Computers in Tampa. Space problems a prime consideration in request.

Worklog : 9/24/2004 7:58:51 PM

12/29/2003 10:38:54 AM [REDACTED]
assigned/forwarded request to [REDACTED]
12/29/2003 2:26:05 PM [REDACTED]
assigned/forwarded request to [REDACTED]

b2
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November 08, 2006

RMS Request Number:

0081498

Request ID : 0081498

Performance Indicator : Capital Equipment

Status : Closed

Opened : 12/31/2003 11:57:00AM

Closed : 1/2/2004 12:44:32PM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 919 [REDACTED]

Office Code :

Case Number :

Investigative Program :

b6
b7C

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:47:09 PM

b6
b7C

12/31/2003 11:57:13 AM [REDACTED]
assigned/forwarded request to [REDACTED] 12/31/2003
1:18:02 PM [REDACTED] Completed shipment
9/2/2005 11:22:09 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

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November 08, 2006

RMS Request Number:

0081501

Request ID : 0081501

Performance Indicator : Capital Equipment

Status : Closed

Opened : 12/31/2003 2:18:00PM

Closed : 3/10/2004 7:31:32AM

Requestor Name : [REDACTED]

Office : WASHINGTON

Phone : 202 [REDACTED]

b6
b7C

Office Code : 3920-0000

Case Number :

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : Equipment for DCS3000 install.

Worklog : 9/24/2004 7:47:09 PM

12/31/2003 2:18:00 PM [REDACTED]

assigned/forwarded request to [REDACTED]

1/9/2004 2:01:30 PM [REDACTED] Installed on 1/7/04.

9/2/2005 11:22:09 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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November 08, 2006

RMS Request Number:

0081508

Request ID : 0081508

Performance Indicator : Capital Equipment

Status : Closed

Opened : 1/2/2004 11:54:00AM

Closed : 3/10/2004 7:24:38AM

Requestor Name : [REDACTED]

Office : PITTSBURGH

Phone : 412- [REDACTED]

Office Code : 3650-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : equipment for dcs3000 and dcsnet

Worklog : 9/24/2004 7:47:09 PM

1/2/2004 11:54:43 AM [REDACTED]

assigned/forwarded request to [REDACTED]

1/2/2004 11:55:10 AM [REDACTED]

shipped on 1-2-04

1/2/2004 2:03:09 PM [REDACTED]

Completed shipment

9/2/2005 11:22:09 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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b7C

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Page 461 of 622

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November 08, 2006

RMS Request Number:

0081566

Request ID : 0081566		Performance Indicator : Technical expertise	
Status : Closed	Opened : 1/5/2004 5:33:00PM	Closed : 8/29/2005 5:59:38PM	
Requestor Name : [REDACTED]		Office : SAN ANTONIO	
Phone : 210 [REDACTED]		Office Code : 3770-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Rack mounted DCS 3000 with UPS for San Antonio HQ. Will be installing new 1/2 rack [REDACTED] on 2/2/04.

Worklog : 9/24/2004 7:58:53 PM

[REDACTED] 1/5/2004 5:33:10 PM [REDACTED] assigned/forwarded request to [REDACTED] 1/12/2004 2:00:09 PM

[REDACTED] assigned/forwarded request to [REDACTED] 5/19/2004 2:17:57 PM [REDACTED] Will be installed at a later date with push machines.

b2
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Derived from: G3

Authority date: 10/1/1993

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November 08, 2006

RMS Request Number:

0081685

Request ID : 0081685		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 1/8/2004 8:27:00AM	Closed : 3/10/2004 7:31:22AM	
Requestor Name : [REDACTED]		Office : COLUMBIA	
Phone : 803 [REDACTED]	b6 b7C	Office Code : 3180-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : 1) Rack Mount DCS 3000 1) Keyboard, Video, Mouse [REDACTED] Cable	Worklog : 9/24/2004 7:58:55 PM
b2 b7E	[REDACTED] 1/8/2004 8:27:52 AM [REDACTED] assigned/forwarded request to [REDACTED] 1/12/2004 1:58:52 PM [REDACTED] assigned/forwarded request to [REDACTED] 2/10/2004 10:39:44 AM [REDACTED] Shipped on 2/10/04. 2/10/2004 11:14:40 AM [REDACTED] Completed Shipment 9/2/2005 11:22:09 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED] [REDACTED]
b6 b7C	

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November 08, 2006

RMS Request Number:

0081688

Request ID : 0081688		Performance Indicator : Technical Expertise	
Status : Closed		Opened : 1/8/2004 9:14:00AM	Closed : 7/30/2004 1:12:06PM
Requestor Name [REDACTED]	b6 b7C	Office : CLEVELAND	
Phone : 216 [REDACTED]		Office Code : 3170-0000	
Case Number :		Investigative Program :	
Assigned to Name [REDACTED]	b2 b6 b7C b7E	Program Manager [REDACTED]	
Assigned To Group : TICTU		Program/Type : Traditional Technologies	
Category : TICTU			
Item [REDACTED] Data Collection System			

Requested Support : problem with DCS 3000 and [REDACTED] files	Worklog : 9/24/2004 7:47:12 PM [REDACTED] 1/8/2004 9:14:33 AM [REDACTED] will call today [REDACTED] assigned/forwarded request to [REDACTED] 1/16/2004 11:09:43 AM [REDACTED] no word [REDACTED] 9/23/2005 2:59:23 PM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED] 10/6/2005 1:45:55 PM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED] [REDACTED]
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November 08, 2006

RMS Request Number:

0082331

Request ID : 0082331		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 1/27/2004 2:18:00PM	Closed : 3/10/2004 7:33:10AM
Requestor Name : [REDACTED]		Office : [REDACTED]	
Phone : 202 [REDACTED]		Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Software		Worklog : 9/24/2004 7:47:22 PM	
		1/27/2004 2:18:34 PM [REDACTED]	
		assigned/forwarded request to [REDACTED] 2/4/2004	
		8:08:41 AM [REDACTED] Completed shipment	
		9/2/2005 11:22:10 AM [REDACTED]	
		[REDACTED] has Reassigned or Forwarded this request to [REDACTED]	

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November 08, 2006

RMS Request Number:

0082332

Request ID : 0082332

Performance Indicator : Capital Equipment

Status : Closed

Opened : 1/27/2004 2:23:00PM

Closed : 3/10/2004 7:33:03AM

Requestor Name [REDACTED]

Office [REDACTED]

Phone : 404 [REDACTED]

b6
b7C

Office Code :

Case Number :

Investigative Program :

Assigned to Name [REDACTED]

Program Manager [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:47:22 PM

1/27/2004 2:23:43 PM [REDACTED]

assigned/forwarded request to [REDACTED]

2/4/2004

8:07:50 AM [REDACTED] Completed shipment

9/2/2005 11:22:10 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
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UNCLASSIFIED

Page 466 of 622

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0082344

Request ID : 0082344

Performance Indicator : Capital Equipment

Status : Closed

Opened : 1/27/2004 4:51:00PM

Closed : 3/10/2004 7:30:02AM

Requestor Name : [REDACTED]

Office : MINNEAPOLIS

Phone : 612 [REDACTED]

Office Code : 3480-0000

Case Number :

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : Minneapolis is in need of one (1) DCS 3000 rack mounted server with associated cables to connect to an [REDACTED] switch. It would be greatly appreciated if Minneapolis had the server at the beginning of week 2/2/04 as we are updating our collection systems and will have BAE support on-site. Thanks in advance!

Worklog : 9/24/2004 7:59:06 PM

1/27/2004 4:51:53 PM [REDACTED]

assigned/forwarded request to [REDACTED]

1/30/2004 9:44:05 AM [REDACTED]

assigned/forwarded request to [REDACTED]

2/3/2004 9:59:25 AM [REDACTED]

Shipped on 2/3/04.

2/4/2004 8:05:18 AM [REDACTED]

Completed Shipment

9/2/2005 11:22:10 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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UNCLASSIFIED

Page 467 of 622

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0082988

Request ID : 0082988

Performance Indicator : Capital Equipment

Status : Closed

Opened : 2/12/2004 4:49:00PM

Closed : 3/10/2004 7:32:56AM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 602 [REDACTED]

b6
b7C

Office Code :

Case Number :

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:47:31 PM

b6
b7C

2/12/2004 4:49:35 PM [REDACTED]
assigned/forwarded request to [REDACTED] 2/13/2004
10:14:06 AM [REDACTED] Completed shipment
9/2/2005 11:22:11 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

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November 08, 2006

RMS Request Number:

0083267

Request ID : 0083267		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 2/26/2004 8:51:00AM	Closed : 3/10/2004 7:28:52AM	
Requestor Name : [REDACTED]		Office : SAN DIEGO	
Phone : 858 [REDACTED]		Office Code : 3780-0000	
Case Number :	b6 b7C	Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : UPS for DCS 3000 install.		Worklog : 9/24/2004 7:47:35 PM	
		[REDACTED] 2/26/2004 8:51:28 AM [REDACTED] assigned/forwarded request to [REDACTED] 2/26/2004 8:53:27 AM [REDACTED] Shipped on 2/26/2004. 9/2/2005 11:22:11 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED] [REDACTED]	

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November 08, 2006

RMS Request Number:

0083309

Request ID : 0083309

Performance Indicator : Capital Equipment

Status : Closed

Opened : 2/27/2004 8:19:00AM

Closed : 3/10/2004 7:25:14AM

Requestor Name [REDACTED]

Office : MIAMI

Phone : 305 [REDACTED]

b6
b7C

Office Code : 3460-0000

Case Number :

Investigative Program :

Assigned to Name [REDACTED]

Program Manager [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : To: [REDACTED] Miami Office is unwilling to buy Microsoft Maps and Street due to software restrictions and Miami TTA funding can not purchase software. Miami needs Microsoft Maps and Streets to support DCS 3000 operation to identify [REDACTED] Request purchase of Microsoft Maps and Street and a computer disk of all [REDACTED] in the Southeast Region. Miami is the Southeast Regional Office for the [REDACTED] program and [REDACTED] information is vital in our operation.

Worklog : 9/24/2004 7:59:22 PM

[REDACTED]
2/27/2004 8:19:06 AM [REDACTED]
assigned/forwarded request to [REDACTED]
3/4/2004 11:22:27 AM [REDACTED] Advised Miami that software is not needed in the local offices. It is located on a server in Quantico, VA. Issue closed.
9/2/2005 11:22:11 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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UNCLASSIFIED

Page 470 of 622

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0083355

Request ID : 0083355		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 3/1/2004 10:30:00AM	Closed : 7/30/2004 1:12:20PM	
Requestor Name [REDACTED]		Office : ST LOUIS	
Phone : 314 [REDACTED]		Office Code : 3730-0000	
Case Number : [REDACTED] b6 b7C		Investigative Program :	
Assigned to Name [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Traditional Technologies	
Category : TICTU		b2	
Item: JSI [REDACTED] Data Collection System b7E			

Requested Support : having probs dumping the DCS 3000 to the [REDACTED]	Worklog : 9/24/2004 7:47:36 PM
	3/1/2004 10:30:23 AM [REDACTED] After some troubleshooting, the dcs 3000 thought to be the problem [REDACTED] assigned/forwarded request to [REDACTED]
	9/23/2005 2:59:23 PM [REDACTED] has Reassigned or Forwarded this request to [REDACTED]
	10/6/2005 1:45:57 PM [REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
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November 08, 2006

RMS Request Number:

0083430

Request ID : 0083430		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 3/2/2004 2:36:00PM	Closed : 3/10/2004 7:28:38AM	
Requestor Name : [REDACTED]		Office : WASHINGTON	
Phone : 202 [REDACTED]	b6 b7C	Office Code : 3920-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : DCS 3000 server Rack unit.	Worklog : 9/24/2004 7:47:38 PM
	3/2/2004 2:36:44 PM [REDACTED] assigned/forwarded request to [REDACTED] 3/2/2004 2:37:16 PM [REDACTED] Picked up by [REDACTED] on 3/3/2004. 9/2/2005 11:22:11 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
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November 08, 2006

RMS Request Number:

0083510

Request ID : 0083510

Performance Indicator : Capital Equipment

Status : Closed

Opened : 3/4/2004 10:39:00AM

Closed : 3/10/2004 7:26:23AM

Requestor Name [REDACTED]

Office : SACRAMENTO

Phone : 916 [REDACTED]

Office Code : 3720-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : New DCS 3000 server.

Worklog : 9/24/2004 7:47:39 PM

[REDACTED]
3/4/2004 10:39:31 AM [REDACTED]
assigned/forwarded request to [REDACTED]
3/4/2004 10:39:54 AM [REDACTED] Shipped on 3/4/04.
3/4/2004 1:19:58 PM [REDACTED] Completed Shipment
9/2/2005 11:22:11 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]
[REDACTED]

b6
b7C

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November 08, 2006

RMS Request Number:

0083523

Request ID : 0083523

Performance Indicator : Capital Equipment

Status : Closed

Opened : 3/4/2004 1:56:00PM

Closed : 3/10/2004 7:26:14AM

Requestor Name [REDACTED]

Office : CHICAGO

Phone : (312) [REDACTED]

Office Code : 3150-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name [REDACTED]

Program Manager [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 CPU and Monitor for Intercept.

b2
b7E

b6
b7C

Worklog : 9/24/2004 7:47:39 PM

3/4/2004 1:56:52 PM [REDACTED]

assigned/forwarded request to [REDACTED]

3/4/2004 1:57:11 PM [REDACTED]

Shipped on 3/4/04.

3/4/2004 2:29:42 PM [REDACTED]

Completed shipment

9/2/2005 11:22:11 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

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Page 474 of 622

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0083650

Request ID : 0083650		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 3/9/2004 2:36:00PM	Closed : 7/30/2004 1:12:23PM	
Requestor Name : [REDACTED]		Office : Chicago	
Phone : 312 [REDACTED]	b6 b7C	Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Central Monitoring Plant	
Category : TICTU			
Item : [REDACTED] Fixed System			

Requested Support : DCSP needs assistance setting up
[REDACTED] on [REDACTED]

b2
b6
b7C
b7E

Worklog : 9/24/2004 7:47:41 PM
[REDACTED]
3/9/2004 2:36:53 PM [REDACTED]
assigned/forwarded request to [REDACTED] 3/9/2004
2:38:28 PM [REDACTED] assigned/forwarded request to
[REDACTED] 3/9/2004 4:38:52 PM [REDACTED]
[REDACTED] assigned/forwarded request to [REDACTED]
3/25/2004 2:26:45 PM [REDACTED] DCSP provided [REDACTED] with
the actions he took to set up this line. He was using a new
system he was provided by ERF. This is the system that is
used to connect the DCS3000 to the [REDACTED] We will
create the procedures and provide them to the field.
3/25/2004 3:40:54 PM [REDACTED] Please do not create
procedures and send them to the field. The makers of the
box will create the procedures.
9/23/2005 3:03:46 PM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

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November 08, 2006

RMS Request Number:

0083655

Request ID : 0083655		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 3/9/2004 3:20:00PM	Closed : 3/10/2004 7:25:57AM	
Requestor Name [REDACTED]		Office : SACRAMENTO	
Phone : 916 [REDACTED]		Office Code : 3720-0000	
Case Number :		Investigative Program :	
Assigned to Name [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : Cable for new DCS 3000

b6
b7C

Worklog : 9/24/2004 7:47:42 PM

[REDACTED]
3/9/2004 3:20:42 PM [REDACTED]
assigned/forwarded request to [REDACTED]
3/9/2004 3:21:05 PM [REDACTED] Shipped on 3/10/04.
3/10/2004 8:15:34 AM [REDACTED] Completed shipment
9/2/2005 11:22:11 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

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November 08, 2006

RMS Request Number:

0084136

Request ID : 0084136		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 3/23/2004 8:31:00AM	Closed : 4/15/2004 1:57:33PM	
Requestor Name : [REDACTED]		Office : BOSTON	
Phone : 617 [REDACTED]	b6 b7C	Office Code : 3090-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : New DCS 3000 CPU, RM Monitor, UPS, and Null Modem Cable.

Worklog : 9/24/2004 7:47:50 PM

3/23/2004 8:31:56 AM [REDACTED]
assigned/forwarded request to [REDACTED]
3/23/2004 8:32:17 AM [REDACTED] shipped on 3/23/04.
3/23/2004 10:18:10 AM [REDACTED] Completed shipment
9/2/2005 11:22:12 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
b7C

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November 08, 2006

RMS Request Number:

0085989

Request ID : 0085989

Performance Indicator : Technical Expertise

Status : Closed

Opened : 4/5/2004 12:35:00PM

Closed : 2/6/2006 11:55:07AM

Requestor Name : [REDACTED]

Office : ALBANY

Phone : 5184317322

b6
b7C

Office Code : 3010-0000

Case Number :

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : ETMU

Program/Type : Enterprise Operations Services

Category : ETMU

Item: DCSP

Requested Support : Training for myself and SA [REDACTED]
[REDACTED] on RW, DCS 5000 and DCS 3000.

Worklog : 9/24/2004 7:59:41 PM

b6
b7C

OTHER out of scope

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Page 478 of 622

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0086031

Request ID : 0086031

Performance Indicator : Capital Equipment

Status : Closed

Opened : 4/6/2004 10:13:00AM

Closed : 4/15/2004 1:56:12PM

Requestor Name : [REDACTED]

Office : DETROIT

Phone : 313 [REDACTED]

Office Code : 3220-0000

Case Number :

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : Equipment for new DCS 3000 server install.

Worklog : 9/24/2004 7:48:42 PM

4/6/2004 10:13:37 AM [REDACTED]

assigned/forwarded request to [REDACTED]

4/6/2004 10:14:00 AM [REDACTED]

Shipped on 4/6/04.

4/6/2004 10:59:31 AM [REDACTED]

Completed shipment

9/2/2005 11:22:13 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
b7C

UNCLASSIFIED

Page 479 of 622

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0086357

Request ID : 0086357		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 4/12/2004 3:27:00PM	Closed : 1/19/2006 5:12:01PM	
Requestor Name : [REDACTED]		Office : [REDACTED]	
Phone : 816 [REDACTED]	b6 b7C	Office Code :	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : DCS 3000 Software		Worklog : 9/24/2004 7:48:48 PM	
		[REDACTED] 4/12/2004 3:27:22 PM [REDACTED] assigned/forwarded request to [REDACTED]	

b6
b7C

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November 08, 2006

RMS Request Number:

0086450

Request ID : 0086450

Performance Indicator : Capital Equipment

Status : Closed

Opened : 4/14/2004 11:17:00AM

Closed : 4/15/2004 1:58:44PM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 561 [REDACTED]

Office Code :

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:48:50 PM

4/14/2004 11:17:34 AM [REDACTED]

assigned/forwarded request to [REDACTED]

4/14/2004

3:40:46 PM [REDACTED]

completed shipment

b6
b7C

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November 08, 2006

RMS Request Number:

0086478

Request ID : 0086478

Performance Indicator : Capital Equipment

Status : Closed

Opened : 4/14/2004 2:04:00PM

Closed : 8/29/2005 6:04:32PM

Requestor Name [REDACTED]

Office : MILWAUKEE

Phone :

Office Code : 3470-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : (S)MW requests one (1) DCS3000 system for deployment in the Madison RA. MW also requests necessary routers to facilitate.

Worklog : 9/24/2004 7:59:47 PM

4/14/2004 2:04:08 PM [REDACTED]
assigned/forwarded request to [REDACTED]
4/15/2004 3:27:23 PM [REDACTED]
assigned/forwarded request to [REDACTED]
5/10/2004 6:40:54 PM [REDACTED] assigned/forwarded
request to [REDACTED]
2/3/2005 2:58:24 PM [REDACTED]
Shipped on 2/2/05. Received an e-mail from Madison
confirming that they have received the equipment on 2/3/05.

b6
b7C

Derived from: G3

Authority date: 10/1/1993

~~SECRET~~

~~SECRET~~

November 08, 2006

RMS Request Number:

0086777

Request ID : 0086777		Performance Indicator : Technical Expertise	
Status : Closed	Opened : 4/22/2004 10:16:00AM	Closed : 7/30/2004 1:12:40PM	
Requestor Name : [REDACTED]	b6 b7C	Office : MCALEN	
Phone :		Office Code : 3770-4860	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]	b2 b6 b7C b7E	Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Central Monitoring Plant	
Category : TICTU			
Item: [REDACTED] Portable System			

Requested Support : (SI) will need BAE support for set up of [REDACTED] for Title 50 FISA intercepts against one fax (currently on dial up slave); one landline phone (currently on dial up slave); two cellulares (both currently on DCS 3000); and one e-mail account (MSN); Target start date is Mid-May

Worklog : 9/24/2004 7:59:52 PM

4/22/2004 10:16:50 AM [REDACTED]
assigned/forwarded request to [REDACTED]
4/22/2004 1:30:41 PM [REDACTED] assigned/forwarded
request to [REDACTED] 5/10/2004 10:22:56 AM
[REDACTED] 05/10/04 - DCSP personnel from HO will be
deployed to assist the site and to provide system
training/familiarization. RM, [REDACTED] will continue
contact with site personnel.
9/23/2005 3:04:47 PM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to
[REDACTED]

~~SECRET~~

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November 08, 2006

RMS Request Number:

0086852

Request ID : 0086852

Performance Indicator : Technical expertise

Status : Closed

Opened : 4/26/2004 9:11:00AM

Closed : 1/19/2006 5:12:53PM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 303 [REDACTED]

Office Code :

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software and Carrier
Outreach Materials

Worklog : 9/24/2004 7:48:55 PM

4/26/2004 9:11:05 AM [REDACTED]

assigned/forwarded request to [REDACTED]

9/2/2005 11:40:43 AM [REDACTED]

[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
b7C

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November 08, 2006

RMS Request Number:

0087011

Request ID : 0087011		Performance Indicator : Capital Equipment	
Status : Closed		Opened : 4/28/2004 5:07:00PM	Closed : 8/29/2005 6:07:58PM
Requestor Name : [REDACTED]		Office : CLEVELAND	
Phone : 216 [REDACTED]		Office Code : 3170-0000	
Case Number :		Investigative Program :	
b6 b7C			
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			

Requested Support : 1 - DCS3000 Computer (for T-3 use
using [REDACTED])

b2
b6
b7C
b7E

Worklog : 9/24/2004 7:59:56 PM

4/28/2004 5:07:01 PM [REDACTED]
assigned/forwarded request to [REDACTED]
4/30/2004 1:19:24 PM [REDACTED]
assigned/forwarded request to [REDACTED]
5/12/2004 10:11:35 AM [REDACTED] Shipped on 5/12/04.
5/12/2004 10:40:55 AM [REDACTED] Completed shipment

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November 08, 2006

RMS Request Number:

0087207

Request ID : 0087207		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 5/5/2004 9:30:00AM	Closed : 1/19/2006 5:20:45PM	
Requestor Name : [REDACTED]		Office : LOS ANGELES	
Phone : 310 [REDACTED]	b6 b7C	Office Code : 3410-0000	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000			
Requested Support : switch for dcs3000		Worklog : 9/24/2004 7:49:02 PM	
		5/5/2004 9:30:29 AM [REDACTED] assigned/forwarded request to [REDACTED] 5/5/2004 9:47:22 AM [REDACTED] Completed shipment 9/2/2005 11:28:12 AM [REDACTED] [REDACTED] has Reassigned or Forwarded this request to [REDACTED] [REDACTED]	

b6
b7C

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November 08, 2006

RMS Request Number:

0087383

Request ID : 0087383

Performance Indicator : Technical expertise

Status : Closed

Opened : 5/10/2004 4:25:00PM

Closed : 1/19/2006 5:17:23PM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 914 [REDACTED]

Office Code :

Case Number :

Investigative Program :

b6
b7C

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:49:04 PM

b6
b7C

5/10/2004 4:25:12 PM [REDACTED]
assigned/forwarded request to [REDACTED] 5/11/2004
10:41:41 AM [REDACTED] Completed shipment
9/2/2005 11:40:43 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

UNCLASSIFIED

Page 487 of 622

UNCLASSIFIED

November 08, 2006

RMS Request Number:

0087484

Request ID : 0087484		Performance Indicator : Capital Equipment	
Status : Closed	Opened : 5/12/2004 4:16:00PM	Closed : 1/19/2006 5:21:49PM	
Requestor Name : [REDACTED]		Office : SPRINGFIELD	
Phone : 217 [REDACTED]	b6 b7C	Office Code : 3860-1745	
Case Number :		Investigative Program :	
Assigned to Name : [REDACTED]		Program Manager : [REDACTED]	
Assigned To Group : TICTU		Program/Type : Technical Access (Wireless)	
Category : TICTU			
Item: DCS 3000		b6 b7C	

Requested Support : PLEASE SHIP THE FOLLOWING TO SPRINGFIELD, ATTN: [REDACTED] WE ARE INSTALLING A [REDACTED] DCS3000 IN OUR QUAD CITIES RA FOR A T3. WE HAVE THE CPU, BUT STILL NEED : 1. ROUTER WITH [REDACTED] CARD; 2. TWO ROUTER CABLES 3. 56K MODEM 4. [REDACTED] CARD FOR THE SPRINGFIELD END 5. THREE CAT 5 CABLES 6. HUB OR SWITCH FOR QUAD CITIES END THANKS. b2
b7E

Worklog : 9/24/2004 8:00:03 PM
[REDACTED]
5/12/2004 4:16:17 PM [REDACTED]
assigned/forwarded request to [REDACTED]
5/12/2004 4:28:22 PM [REDACTED]
assigned/forwarded request to [REDACTED]
5/13/2004 11:48:07 AM [REDACTED] Shipped on 5/13/04.
5/13/2004 2:12:04 PM [REDACTED] Completed shipment

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November 08, 2006

RMS Request Number:

0087617

Request ID : 0087617

Performance Indicator : Capital Equipment

Status : Closed

Opened : 5/17/2004 12:51:00PM

Closed : 1/19/2006 5:26:17PM

Requestor Name [REDACTED]

Office : DALLAS

Phone :

Office Code : 3190-0000

Case Number :

b6
b7C

Investigative Program :

Assigned to Name [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : A desktop DCS 3000 for use as a dedicated DCS 3000 [REDACTED] unit. After a successful DCS 3000 [REDACTED] on a kidnapping, SAC wants a mini [REDACTED] command post set up in one of our monitoring rooms, therefore we need an additional unit.

b2
b7E

Worklog : 9/24/2004 8:00:05 PM

5/17/2004 12:51:44 PM [REDACTED]

assigned/forwarded request to [REDACTED]

5/17/2004 2:12:00 PM [REDACTED]

assigned/forwarded request to [REDACTED]

5/27/2004 11:51:29 AM [REDACTED]

Shipped on 5/27/04.

b6
b7C

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November 08, 2006

RMS Request Number:

0087778

Request ID : 0087778

Performance Indicator : Technical expertise

Status : Closed

Opened : 5/20/2004 4:21:00PM

Closed : 1/19/2006 5:29:50PM

Requestor Name : [REDACTED]

Office : [REDACTED]

Phone : 316 [REDACTED]

Office Code :

Case Number :

b6
b7C

Investigative Program :

Assigned to Name : [REDACTED]

Program Manager : [REDACTED]

Assigned To Group : TICTU

Program/Type : Technical Access (Wireless)

Category : TICTU

Item: DCS 3000

Requested Support : DCS 3000 Software

Worklog : 9/24/2004 7:49:10 PM

5/20/2004 4:21:08 PM [REDACTED]
assigned/forwarded request to [REDACTED] 5/21/2004
9:31:55 AM [REDACTED] Completed shipment
9/2/2005 11:40:43 AM [REDACTED]
[REDACTED] has Reassigned or Forwarded this request to [REDACTED]

b6
b7C

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